

# DANIEL J. KARR

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<https://djkar.pythonanywhere.com>



## WORK HISTORY

**IT Support Specialist** – CollectionCenter, Inc. | Loveland, CO

*September 2019 – Present*

- Handled support tickets from submission through follow up
- Streamlined the company's computer setup process by creating a custom Windows 10 image
- Automated administrative tasks via PowerShell which saved dozens of hours, plugged security holes, and increased visibility and compliance
- Administered over 100 employees on the domain using Active Directory, Azure, Office 365, and other software solutions
- Network monitoring and troubleshooting
- Coordinated with vendors to troubleshoot, resolve issues, and push updates
- Supported Cisco phones and Jabber utilizing Cisco Unified Communications Manager
- Greatly reduced the 'bus factor' by documenting processes and workflows
- Cross trained with the programming team and wrote programs in IMS BASIC to interact with the database
- New user setups in a high turnover office
- Security administration of cameras and electronic door key cards
- Physical installation of servers, routers, switches, wireless access points, cabling, user stations, NAS, etc.
- Supported all hardware including computers, servers, NAS, phones, headsets, printers, copiers, faxes, routers, switches, access points - everything that plugs into a wall
- Had to transition and adapt to a more mobile workforce during COVID. Set up users for work over VPN and overcame the challenges of remote support of home workers

## EDUCATION & CERTIFICATIONS

**Bachelor of Science in Applied Computing Technology**

Colorado State University, May 2017

**Cisco Certified Network Associate (CCNA): Routing & Switching**

August 2019

## TECHNICAL EXPERTISE

- Object Oriented Programming (OOP), Java, Kotlin, Python, Javascript, Network Administration, Linux, Windows, XML, SQL, Powershell, Django, Android
- Android Studio, Eclipse, Microsoft 365, Github, Cisco IOS

# SOFTWARE PROJECTS

## Personal Portfolio Site:

- <https://djkarrr.pythonanywhere.com>

## My Published Android Apps on Google Play Store:

- **Quick! Jot** – Fast Note Taking App
  - o Designed to be faster and more convenient than all alternative apps
  - o Create, save, edit, categorize, sort, and delete notes
- **Daily Treasures** – Bible Reading and Scheduling App
  - o Ability to create multiple reading schedules
  - o Built custom SQLite database of the Bible by parsing massive text file with Python scripts
  - o Independently saves the screen scroll position for each plan for ease of use